



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Ryan et al., Terry S.)
Serial No.: 10/056,411)
Filed: 25 JANUARY 2002)
For: SYSTEM AND METHOD FOR)
SUPPORTING MULTIPLE CALL)
CENTERS)

Examiner: CHAN, Wing

Art Unit: 2643

TRANSMITTAL LETTER TO OFFICAL DRAFTSMAN

Mail Stop Issue Fee
Commissioner for Patents
P.O. Box 1450
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Honorable Commissioner:

Enclosed please find formal drawings and an issue fee payment of \$1345.00 pursuant to Notice of Allowance mailed March 19, 2004. Additionally, please find a Fee(s) Transmittal form and a return receipt postcard.

The payment of \$1345.00 is for

- 1) Large entity issue fee of \$1330.00; and
- 2) Five (5) additional copies of the patent.

Respectfully submitted,

April 15, 2004

Date

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I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first-class mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on April 15, 2004.

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